

**Quality and Productivity Commission Meeting  
Minutes of June 20, 2016  
AMENDED – July 25, 2016**



**PRESENT:**

Rodney Gibson  
Viggo Butler  
Jacki Bacharach  
Charles Bakaly  
Evelyn Gutierrez  
Nancy Harris  
Jaclyn Tilley Hill

Lisa Korbato  
Huasha Liu  
Shawn Landres  
Edward McIntyre  
William Waddell  
Will Wright  
Jennifer Coultas

**ABSENT:**

Walter Allen, III  
Bud Treece

Joe Wetzler

**CALL TO ORDER**

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10 a.m. in Room 743 of the Kenneth Hahn Hall of Administration.

**APPROVAL OF THE MINUTES OF APRIL 11, 2016**

On motion of Commissioner Landres, seconded by Commissioner Hill, the minutes of April 11, 2016, were amended as noted below:

- Remove Jacki Bacharach from "Present" to "Absent"
- On page 4, under open discussion, second paragraph. Change beginning of sentence to read: Consideration was given to possibly inviting Commissioner Liu to attend.....

With amendments, the minutes were approved unanimously.

**ACTION ON RECOMMENDATIONS OF PRODUCTIVITY INVESTMENT BOARD FOR PROPOSALS SUBMITTED FOR SPECIAL PIF CHALLENGE, "DIGITAL BY DEFAULT"**

Commissioner Landres reported that this is the final step of a process that began at the beginning of last year when Supervisors Kuehl and Antonovich assigned the Commission, through a Board motion, a study on digital government and software as a service in the County. The report was produced last summer and following completion of the report, the Commission decided that an effective way of implementing the report's recommendations and ensuring it was read and considered throughout the County, was to set up a digital government challenge within the Productivity Investment Board (PIB). The PIB approved a challenge of up to \$100,000 and essentially asked departments to read the report, consider its

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Quality and Productivity  
Commission**

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**Chair**

Rodney C. Gibson, Ph.D.

**1<sup>st</sup> Vice-Chair**

Nancy G. Harris

**2<sup>nd</sup> Vice-Chair**

Jacki Bacharach

**Chair Emeritus**

Jaclyn Tilley Hill

**Immediate Past Chair**

Edward T. McIntyre

Walter Allen, III  
Charles G. Bakaly, Jr.  
Viggo Butler  
Evelyn M. Gutierrez  
Lisa Kobatov  
J. Shawn Landres, Ph.D.  
Huasha Liu  
Bud Treece  
William C. Waddell, DBA  
Joseph P. Wetzler  
Will Wright

**Executive Director**

Victoria Pipkin-Lane

**Program Manager**

Mary E. Savinar

**Program Support**

Laura Perez



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implications, and potentially apply for funding that may help advance the goals of the report. Of the 37 departments eligible to apply for funding, four applications were received. From the four applications, only one will be heard today for the Commission's consideration.

**16.11 – Registrar-Recorder/County Clerk and Internal Services Department, Website Chat Pilot, \$97,000 grant. (*PIB Recommendation: Approve full grant*).**

A motion to approve a \$97,000 grant was made by Commissioner Butler, seconded by Commissioner Landres.

Commissioner Butler introduced the project. The grant will allow the departments to acquire and implement a Website Chat Solution that will provide the public with an avenue for contacting department staff directly through the Registrar-Recorder's website. Internal Services will work with the Registrar-Recorder in the vetting process as an open source or software as a service, and centrally manage all security, functionality and scalability in an effort to expand this new mode of communication to all County departments. The Productivity Advisory Committee also recommended funding the project.

Dean Logan, Jeramy Gray, Ann Smith and Margaret Palacios from the Registrar-Recorder/County Clerk's Office, and Dave Westlake and Diane Quarker from Internal Services were available to answer questions.

After discussion, the motion to approve a \$97,000 grant was unanimously approved.

**CHAIR'S REPORT**

Chair Gibson gave the following report:

- Supervisor Hilda Solis is reviewing candidates to fill the vacancy of Commissioner Jacqueline Wong. No date has been given on when a nominee will be selected
- As part of the Commission's transfer to the Executive Office, on May 5<sup>th</sup> met with Lori Glasgow, Executive Officer of the Board and former Assistant Chief Deputy to Supervisor Antonovich. It was a productive meeting and Ms. Glasgow assured her support for the Commission and its annual budget. She will advocate for the Commission's budget in her meetings with CEO Sachi Hamai
- The meeting with CEO Sachi Hamai scheduled for June 29 has been rescheduled for July 14. Hope to have an answer regarding the PIF funding for the new fiscal year
- The Leadership Conference was a success and Commissioner Bacharach will give a full report later today. There was a capacity crowd and most people stayed throughout the conference
- County Counsel is reviewing some of the Commission Charters for the Executive Committee and the Productivity Investment Board for compliance with County policies and procedures. The remaining committee charters will be sent to

County Counsel soon. The goal is to complete the process by the end of the year

- Commissioners are encouraged to check the Commission calendar for upcoming Department Visits and try to attend. It's a good way to learn about the County

### **PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT**

Jennifer Coultas, 2<sup>nd</sup> Vice-Chair of the PMN, gave the following report on behalf of Kumar Menon:

- The PMN Executive Committee met with Commissioner Evelyn Gutierrez, Chair of the PQA Committee on April 21 to kick-off the 2016 PQA season. Together, they reviewed PQA guidelines, forms and processes, and selected a theme, "Heritage of Excellence"
- On April 28, a New Managers Orientation for three new managers was held. The managers are: Maria Cordero (APD), Cynthia Monica Lopez (MVA), and Arman Depanian (DCFS)
- Over 35 managers attended the May 4 PMN meeting at Eaton Canyon Nature Center. The primary focus of this meeting was to prepare the managers to identify, solicit, and prepare PQA entries. Elisa Vasquez, PQA Co-Chair, made an excellent presentation on preparing PQA entries. Kris Lewis, Director of Government and Foundations Relations for LACMA, also gave an excellent presentation on Career and Professional Development. She candidly shared her background and how she managed her career
- Over 39 managers attended the Leadership Conference on May 26
- The next meeting of the PMN Executive Committee will be July 11, 2016, to plan the annual PQA evaluation at the Marina on August 3 and to review all the applications to ensure no further changes are needed

### **EXECUTIVE DIRECTOR'S REPORT**

Executive Director Victoria Pipkin-Lane reported the following:

- The Chief Information Office (CIO) was folded into the Internal Services Department and Chief Executive Office (CEO). The Board's priority with regard to IT being in the CEO and working with ISD is prioritizing their priorities. One of them is the integration of the health system. Priorities are changing and the list is changing. County does have an IT priority list, but gets shifted depending on what's important to the Board
- The Assistant Executive Officer Avianna Uribe, who is over Commission Services and Commission staff, is moving to the CEO, Service Integration Branch. Commission staff will be reporting directly to Lori Glasgow until a replacement is announced
- Lisa Garrett, Director of Personnel, has sent out an invitation to the upcoming ELDP Graduation on Wednesday, June 22 at USC from 5 p.m. to 7 p.m.

- The office has received a lot of feedback and questions for the PQA and expect a good number of proposals
- For the Commission's July 25<sup>th</sup> meeting, Steve Robles, the Director of Risk Management for the County, will be updating the Commission on Risk Management, including some of the positive outcomes on County liability. The Arts Commission will also be providing an update

#### **14<sup>TH</sup> ANNUAL LEADERSHIP CONFERENCE REPORT**

Commissioner Bacharach reported the following:

- The Conference received high marks in the evaluation. The Long Beach and Boeing speakers received the highest remarks
- After the conference, it was discussed that a third screen is needed and reorient the stage so it handles the right and left side of the room more evenly
- A possible suggestion for next year's conference is on demographics – who is the County serving. The Committee welcomes any other suggestions
- Commissioner Liu commended Commissioner Landres for doing a great job as Emcee
- Commissioner Waddell thought this was the best Conference

#### **DEPARTMENT VISIT REPORTS**

Commissioner Hill reported that four reports will be given today. Reports from each of the visits are in today's meeting packet. She thanked Commissioners who have attended a department visit and hopes a few more are added to Commissioners schedules.

#### **Child Support Services**

Commissioner McIntyre reported the following:

- The department used to be part of the District Attorney's office up to 15 years ago. They have two general areas – legal and collections. Much of what they do is measured at the State and Federal standards
- It is a big department with 1,500 employees, \$500 million dollars flowing through, a million calls a year, and 280,000 cases
- One of the things they are trying to do is to add Kiosks so that people who owe child support could make payments using their credit or debit cards. CSSD must go through the STATE RFP process in order to purchase the Kiosks, and that process has been cumbersome
- About a year or two ago, the Commission gave the department a \$300,000 grant for ergonomic workstation modernization. Still waiting to hear about the progress for this project
- They have centralized a lot of their functions which is a great move for the kinds of work the department does

### Treasurer and Tax Collector

Commissioner Landres reported the following:

- The Director is motivating his team around achieving excellence and bringing back PQA recognition
- The Commission gave the department a grant to support their cybersecurity review. This issue is front and center for the department
- They have internally invested in some very creative training models. Building an online video system, listening to their teams concerns in terms of creating health and safety videos in particular
- Their Web watcher system, which was adopted from another department, where if you see an error on the website, it can be flagged, send it in and get it fixed
- They have an internal risk management forum. The focus of the forum is on risk management, but it also ensures every month he has division managers talking to each other. It creates a culture of collaboration within the department
- Online auctions have been created for delinquent properties. They have kept occupied residential properties off the online list for these auctions
- The Director has a great deal of energy for his department
- Commissioners learned there is a law against paying your taxes with coins

### District Attorney's Office

Commissioner Hill gave the following report:

- It was the first visit with the District Attorney at the new Hall of Justice
- The Commission has a strong history with the District Attorney's Office. Former DA Steve Cooley received every type of PQA award, however elected officials are not eligible for the Chair Leadership Award
- Commissioner Korbatov was very impressed on how the District Attorney zeroes in on the mental health aspect of her job and how it complicates her job. The work she is doing is a yeoman's job, but it is really a vexing problem. Also, Fraud Friday's is really fantastic. They are trying very hard to reach out to people and it is very impressive

### Community Development Commission

Commissioner Hill gave the following report:

- Commissioner Landres said he received an outstanding response on how the housing process works. Most importantly, he learned that no one in Los Angeles County will lose their Section 8 voucher without a personal review by the head of the division that oversees the voucher administration. There are systems in place that prevent someone from losing their home
- They also guarantee a security deposit in the amount of \$2000 for each tenant
- Commissioner Gutierrez inquired about efforts to assist seniors; it was noted that 80% of the department's funding comes from the Federal government and 20% comes from the County. The funds from the Federal government have specific guidelines and restrictions. CDC may only use a portion of the County's funding for other initiatives.

### **OPEN DISCUSSION**

Commissioner Wright wanted to revisit Commissioner Liu's discussion on the League of Cities. He recommended that the Commission request that County leadership, which interfaces with the California League of Cities try to sway the CLC to support County objectives. He mentioned that some community stakeholders are concerned that there is an "overemphasis" on local control, and that such a viewpoint is getting in the way of many important issues.

However, Commissioner Bacharach spoke out in support of "local control," noting that the reason cities exist is because of the desire for "local control."

To address the question of whether there is a role for the Commission on this issue, Commission Executive Director, Victoria Pipkin-Lane, will contact the CEO Intergovernmental Relations Section for advice and direction. She will report back to the Commission at its August 22, 2016 meeting.

Commissioner Wright asked if there is an entity in Los Angeles County that can conduct an analysis every year of all the outside funding available, whether it's coming from agencies such as SCAG, the Federal government, the State, Rockefeller, Goldhirsh and other groups. There is money available and he hopes that Los Angeles County will apply for it.

Commissioner Landres informed that the Edinberg Foundation in partnership with a number of other foundations set up something called LA NSYNC which performs this role. They study all the available grant dollars and then look at all the available needs, prioritize them, and then decide which ones to back up based on their urgency and level of success. They are independent of the County. Executive Director, Victoria Pipkin-Lane will see if LA NSYNC can provide information to relay to the Commission

Commissioner Butler would like to have SCAG make a presentation at one of the Commission's general meeting in the future.

Commissioner Landres reported that at the end of April he was asked by the Board of Supervisors to facilitate the briefing for the Consul Generals. He served as Moderator. It put him on the dais with Supervisor Solis and CEO Sachi Hamai. He also participated in the Department of Public Works Waterworks Districts' water reduction outreach event in Malibu with his daughters. This event was funded in part by a PIB grant.

### **PUBLIC COMMENT**

None

### **ADJOURNMENT**

On motion by Commissioner McIntyre, seconded by Commissioner Gutierrez, the meeting adjourned at 12:05 p.m.

**NEXT MEETING**

The next full Commission meeting will be on Monday, July 25, 2016, in Room 743, at the Kenneth Hahn Hall of Administration.